

# Customer Service Representative II

## Position Overview

The Customer Service Representative position is a part of the Credentialing team that supports Texas law enforcement agencies regarding their licenses. We provide customer assistance to all licensees and agencies regarding training hours, activation of licenses, and maintaining service records. Our goal is to help ensure all licensees are in compliance with the standards set by the Texas Commission on Law Enforcement.

## General Description

Performs complex (journey-level) customer service work within the Credentialing Division. Work involves providing external customer service support, receiving, and responding to public inquiries for information. Works under moderate supervision with limited latitude for the use of initiative and independent judgment.

## Examples of Work Performed

Responds to inquiries and maintains licensee records according to specific guidelines and procedures.

Communicates with the licensees and public by phone, email or in person.

Enters information into databases, processes letters to customers and performs other general clerical services.

May review and route mail and other correspondence.

Research records to solve problems related the licensee's record.

Receives and processes applications.

Works with a team leader to accomplish the team's goals and objectives.

Explains rules, regulations, policies and procedures to the public and the licensees.

Performs related work as assigned.

## General Qualifications Guidelines

### Experience and Education

Experience in customer service, clerical or administrative support work is preferred.

Graduation from a standard senior high school or equivalent is required.

### Knowledge, Skills and Abilities

Ability to pass a Law Enforcement Sensitive Background investigation.

Knowledge of office practices and administrative procedures.

Skill in the use of standard office equipment and software including Microsoft Word, Excel, Outlook and SharePoint.

Ability to communicate and interact effectively with members of the public and team.

**MILITARY OCCUPATIONAL SPECIALTY CODES** can be found at <http://www.hr.sao.texas.gov/CompensationSystem/JobDescriptions>

**VETERAN'S PREFERENCE:** If you choose to claim veteran's employment preference including surviving spouse or orphan of a veteran as outlined by the State of Texas, you must attach a DD214 at the time your application is submitted.

**FOR NEW HIRES/REHIRES:** Health insurance is available the 1st of the following month after a 60-day waiting period.

**TO APPLY:** Jobs may be found at: [Job Search \(taleo.net\)](#)

**APPLICATIONS SUBMITTED THROUGH WORK IN TEXAS:** Work In Texas (WIT) applicants must complete the supplemental questions to be considered for the posting. In order to complete the supplemental questions please go to CAPPS Recruit to register or login and access your profile. Go to CAPPS Recruit to sign in (Link: <https://capps.taleo.net/careersection/304/jobsearch.ftl?lang=en> )

**PLEASE NOTE:** All applications must contain complete job histories, which includes job title, dates of employment, name of employer, supervisor's name and phone number and a description of duties performed. If this information is not submitted, your application may be rejected because it is incomplete. Resumes do not take the place of this required information. Candidates may be asked to participate in a skills demonstration and/or presentation. Salary is contingent upon qualifications and is subject to salary administration and budgetary restrictions.

Complete copies of college transcripts must be furnished to the divisional hiring representative at the time of the interview for positions

If you are scheduled for an interview and require any reasonable accommodation in our interview process, please inform the hiring representative who calls you to schedule your interview. Whenever possible, please give the hiring representative sufficient time to consider and respond to your request. Only applicants scheduled for interviews will be contacted.

*As an equal opportunity employer, we hire without consideration to race, religion, color, national origin, sex, disability, age, or veteran status, unless an applicant is entitled to the veteran's preference.*

*This position requires the applicant to meet Agency standards and criteria which may include passing a pre-employment criminal background check, prior to being offered employment by the Agency.*